GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5458
ANSWERED ON:23.04.2001
REFUND OF EXCESS AMOUNT TO CONSUMERS
RAMJI LAL SUMAN;ZORA SINGH MANN

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the cellular telephone operators in Delhi and Mumbai have refunded the excess amount charged from the consumers;

(b) if so, the details thereof;

(c) the details of excess amount charged from the consumers in these cities during the recent past; and

(d) the date on which this amount has been refunded?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) to (d) : The Telecommunication Tariff (Twelfth Amendment) Order, 2001 notified on 25.01.2001 by Telecom Regulatory Authority of India (TRAI) specifies the amount of refunds that shall be made by cellular service providers to subscribers of cellular mobile service as a result of reduction in license fee. The Order contains the amount of refund of rental per subscriber as well as refund per minute of use by the subscriber for each company. The aggregate refund amounts for each company and for each service area will depend upon individual subscriber usage during the relevant period. The refund to subscribers in all service areas by each company including Mumbai and Delhi are to be completed within a period of 4 months beginning 1st April, 2001. The methodology for providing refunds has been specified in Telecommunication Tariff (Twelfth Amendment) Order, 2001. A report on actual amount refunded in each service area is required to be provided to TRAI at the end of the stipulated period of 4 months beginning 1st April, 2001.The exact details of the refund effected will be available in due course after the service providers submit their report to TRAI.